



Date: September 10, 2012

Position Title: **Division Director, Business Development**

Department: Administration

Posting Deadline: September 17, 2012

Senior Services Southwest Michigan is seeking to fill a full-time, exempt Division Director, Business Development position

This leadership position, reporting directly to the President/CEO, provides overall development, management and supervision to all programs within the Business Development division with the expected outcomes of market share and revenue growth. The incumbent provides direct supervision to the Volunteer Services Manager, In-Home Care Manager, Home Repair Manager, Customer Service Specialist, Care Navigator/MMAP Specialist and receptionists.

Will be responsible to organize, integrate, monitor and evaluate assigned agency programs within the division to ensure maximum coordination, compliance, success, efficiency and growth. Will develop, implement and oversee a strategic business plan that addresses the agency's current and long-range operating needs, including: analyzing and investigating economic conditions surrounding business activity; identifying and developing new revenue streams; and, optimizing services that already exist to meet increasing customer demands. This position will develop, implement and oversee a customer service culture that ensures consistently meeting the highest standards for customer interactions within and on behalf of agency and division programs.

Position requires a Bachelors level degree with policy, planning, and business administration; Master's degree preferred. 10 years experience in sales and business management (5 years supervisory). Demonstrated ability to write grants, and prepare and manage budgets. Excellent written, verbal and interpersonal communication skills required. Must have a good knowledge of management theories and best practices. Must be highly organized with good negotiating skills to work with staff and clients. Ability to understand agency strategic goals and how they impact the revenue stream.

Apply in person between the hours of 9:00 a.m. and 3:00 p.m. at the Senior Services, Inc. office, 918 Jasper Street, Kalamazoo, MI 49001; fax to: 269-382-3189; or email to: humanresources@seniorservices1.org (**no phone calls, please**).

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